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JOB POSTING
OFFICE OF HUMAN RESOURCES
October 30, 2013

POSITION: Office Coordinator (Full-Time)

DEPARTMENT: Rochester Health Center

DIVISION: Academic Affairs

Full-Time, Benefit Eligible Position

General Description:
The position of Office Coordinator is a full-time appointment requiring a minimum of 35 hours of service per week to the College. This position directs, coordinates and manages all office operations and related activities of the Health Center.

Organizational Relationships

• Under the direction of the Rochester Outpatient Health Center Chief of Staff with oversight from the Executive Director of Health Centers

Specific Duties and Responsibilities

• Manages day-to-day operations of the Health Center.
• Supervises work study students and intern desk duty.
• Provides clerical support which includes, but is not limited to: answering and routing incoming calls, scheduling appointments, copying, filing, shredding, drafting routine correspondence, assist with projects as needed, ensures that deadlines are adhered to, process purchase requisitions, check requisitions, etc.
• Performs all aspects of the front office duties related to patient care which include, but are not limited to: greet and sign-in patients when they arrive for their appointment, ensure necessary paperwork is complete, entering information into electronic health record, verify patient insurance and demographics on subsequent visits, etc.
• Record and track referrals as necessary, assist Clinicians to ensure appropriate insurance paperwork is filled out and submitted as required, assist Clinician in tracking Workers’ Compensation paperwork (Initial Exam, Progress Exam & Maximum Medical Improvement Forms).
• Performs all aspects of patient billing, including but not limited to: collecting and applying co-payments, posting insurance payments, assisting the Billing Manager to follow up and resolve any billing issues, Communicate regularly with the Billing Manager regarding billing to review data entry problems that may prevent e-bills from being generated and assist in rectifying denied claims so that they can be re-billed, etc.
• Close out the cash drawer at the end of each day that the Health Center is open.
• Takes the deposit to the bank weekly.
• Assists with orientation for interns and faculty.
• Maintains intern information and records, assists with clear out procedures for interns.
• Ensure patient information is accessible to Clinician at time of appointment.
Maintain an adequate supply of Health Center forms and Health Center supplies/goods, tracks inventory.
Enters information on routing slips for ROHC into the Health Center software program in a timely fashion.
Assists ROHC/VA Clinicians in entering student evaluations and quantitative credits into Portal.
Assists the Financial Aid, Bursar and Career Development offices as necessary.
Support approved business protocols for the Health Centers and affiliated program.
Promote and enforce the policies and procedures.
Other duties assigned by Administration of the Health Center.

Methods of Accountability

Verbal and written communications with the Administration of the Seneca Falls Health Center and ROHC Clinicians.
Compliance with the College’s business protocols.
Written feedback from student interns and other College consumers.
Annual performance evaluation by Chief of Staff with input from Executive Director of Health Centers and ROHC Clinicians.

Mental and Physical Requirements

Excellent organizational, written and oral communication skills necessary with emphasis on customer service philosophy.
Ability to effectively interact and communicate with all college constituents.
Ability to perform multiple tasks flexibly and independently, due to interruptions.
Attention to detail and accuracy essential.
Possess good listening skills.
Ability to evaluate and prioritize workload.
Ability to handle high level of discretion and confidentiality.

Education and Experience

High school diploma with emphasis on secretarial skills and 3 years secretarial experience. Previous experience in a healthcare office helpful.
Knowledge of MS Word, PowerPoint, and Excel required.

Working Environment and Conditions

Welcoming and professional service oriented environment.
Supportive working relationship with faculty, staff and co-workers.

Equipment and Tools

General office equipment and supplies.
Computer, printer and software.

NOTE: Due to the driving/travel requirements, this position is subject to the College’s Motor Vehicle Use Policy and the employee will be required to sign a release upon hire, as well as, annually; so that the College may obtain a Motor Vehicle Report for the personnel file.

If you are interested in applying for this position; please submit a cover letter, resume and three professional references to: the Office of Human Resources, 2360 State Route 89, Seneca Falls, NY 13148, or e-mail your response to: cquill@nycc.edu.